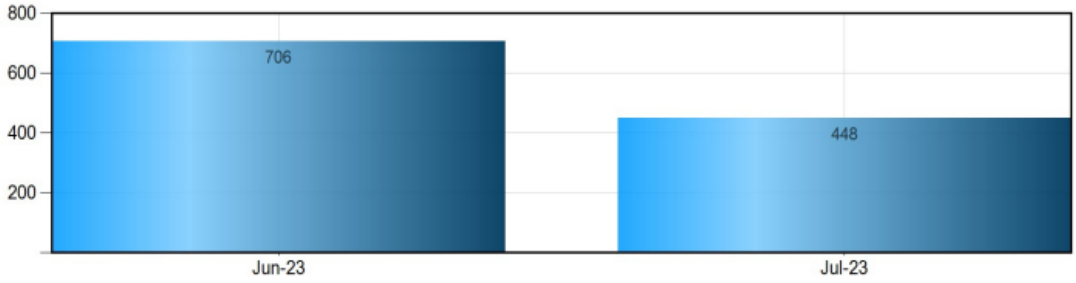
Appendix 1 Extract from Pexel Research Services

Purpose

The purpose of the survey was to ascertain the overall satisfaction of Livin tenants. The data will be used for the input to the Regulator of Social Housing. The results will also be used by the Livin team to focus their plans for the coming period.

Quantity of Responses

1,154



The survey was conducted by telephone. Tenants were called by Pexel Research Services who abide by the Market Research Code of Conduct, ESOMAR, CASRO and have ISO 20252 accreditation.

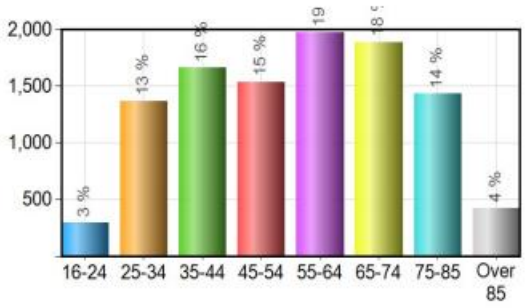
The questions asked were those provided by the regulator for the Tenant Satisfaction Measures and followed and fulfilled the principles set out in the TSM Survey and Technical Requirements guidelines. One additional research question asked. The research took place during 27th June and 4th July 2023.

Livin Housing Limited manage approximately 8700 homes and at the time the TSM surveys were conducted Livin had a tenant base of approximately 10500 tenants. The minimum number of responses required is 951 to achieve a margin of error +/- 3% at 95% confidence level. Overall 1200 responses were gathered, which means that Livin have exceeded the minimum required. There was a requirement to delete several duplicated household surveys, where two tenants from the same household were surveyed. Of the 23 households with 46 duplicated surveys, the decision was taken to delete all of the 46 responses, rather than there being any faults in choosing one duplicated response over another to unduly alter satisfaction scores. This resulted in a final total of 1154 responses being submitted for analysis.

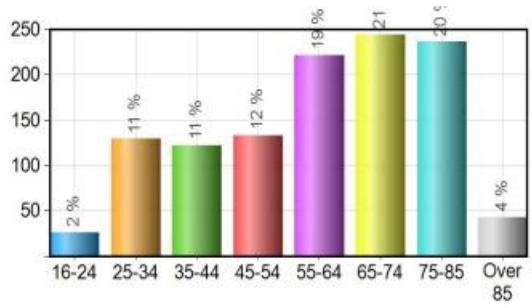
Appendix 2 Representation of 2023/24 TSM Survey Responses

For all categories, where there is a 0% displayed, it equates to less than 1% of the overall population.

Population : Age Band



Responses : Age Band

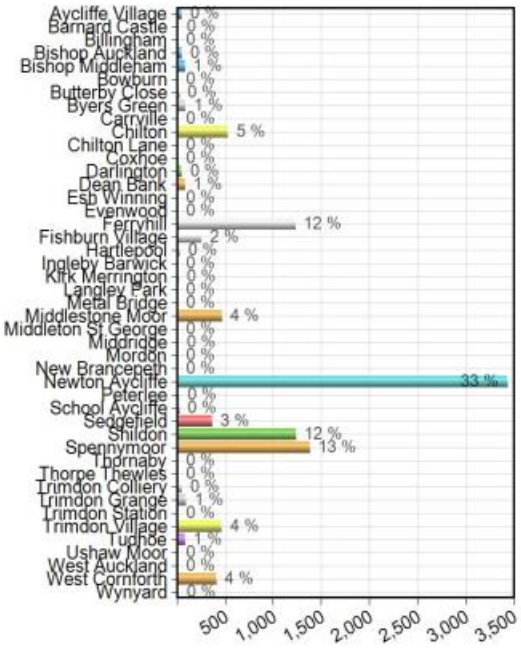


We can see that response by Age Group shows a different distribution pattern to that of the overall population. This is a pattern that is found across multiple surveys and multiple CX-Feedback customers. The older age groups are generally more engaged than younger, leading to under representation in the under 35's and over representation in the over 60's.

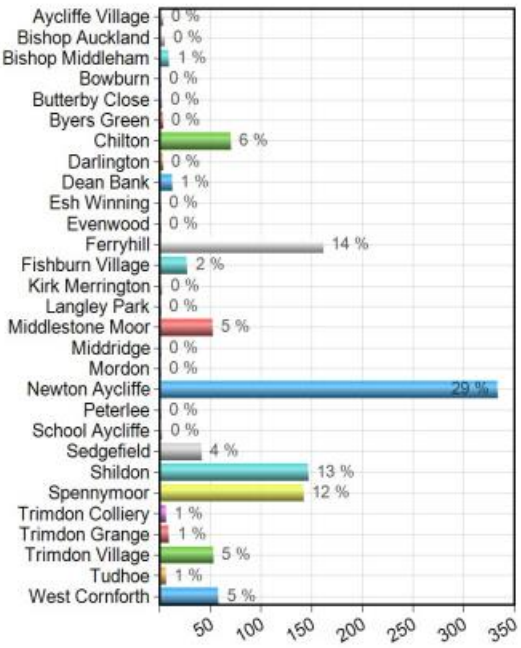
Generally, age group shows that younger age groups are less satisfied than older ones, so the under/over representation does contribute to changes in overall satisfaction. However, for Livin Housing, this does not appear to be the case as demonstrated in the individual question analysis.

Village

Population : Village



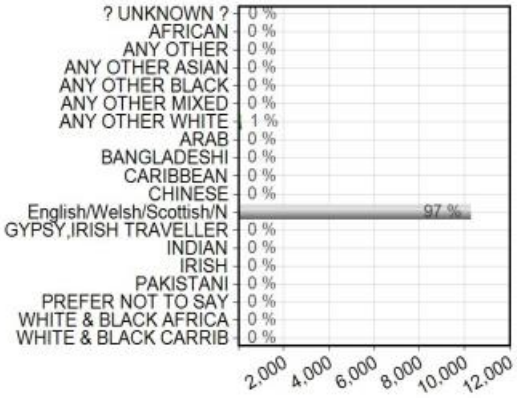
Responses : Village



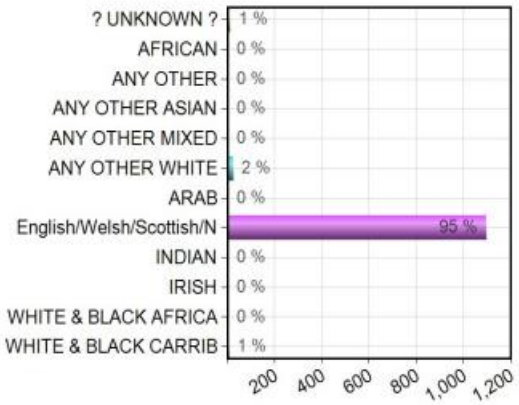
The response representation across the locations of Livin Housing looks very close to the population. The only item of note would be that Newton Aycliffe is under represented in the responses, with some of the other villages being very slightly over represented.

Ethnic origin

Population : Ethnic origin

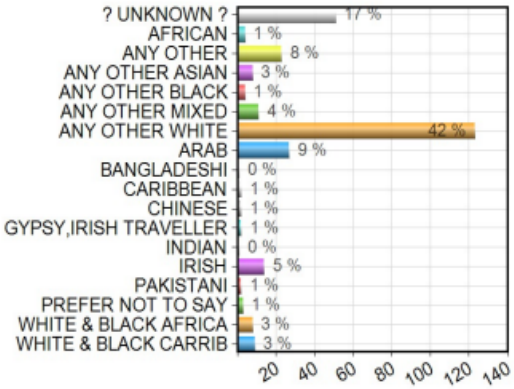


Responses : Ethnic origin

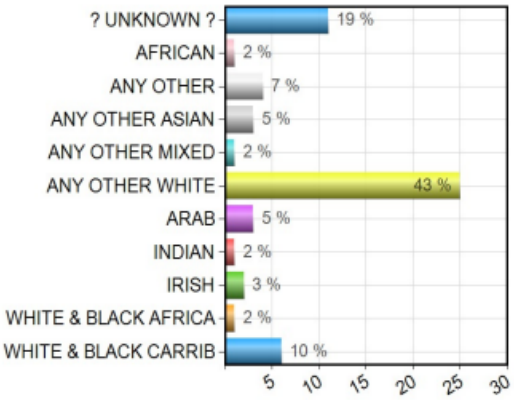


The majority of the overall population is in the UK based ethnicity, with extremely small volumes in all of the other ethnic groups. This is mirrored in the responses. If we remove the UK ethnicity and look at the rest of them in isolation, we can see that the Unknown group is over represented by 8%. the balance of the groups are slightly over or slightly under represented, but not by significant amounts.

Population : Ethnic origin excluding English/Welsh/Scottish/Northern Irish/British

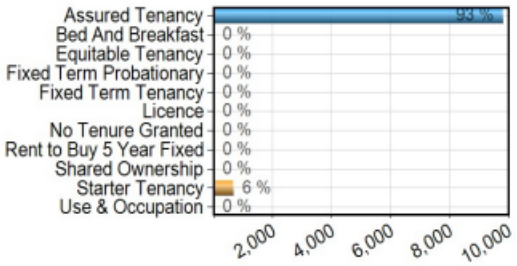


Responses : Ethnic origin excluding English/Welsh/Scottish/Northern Irish/British

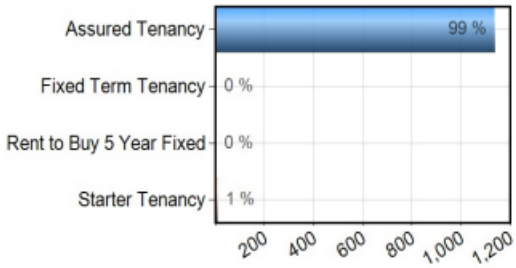


Tenure type

Population : Tenure type



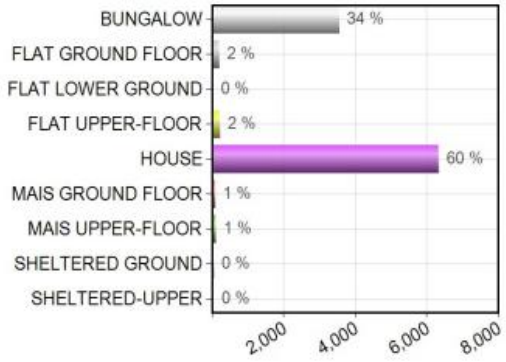
Responses : Tenure type



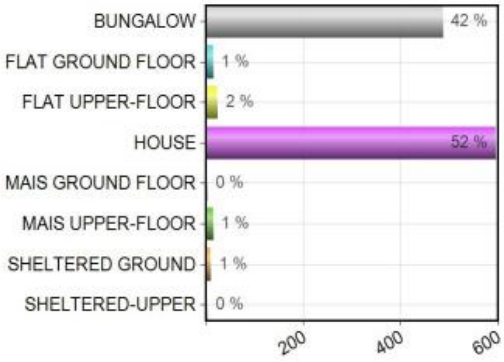
Looking at the representation by Tenure type, which is one of the requirements of the regulator, we can see that the responses for Livin are relatively close to the overall population.

Dwelling type

Population : Dwelling Type



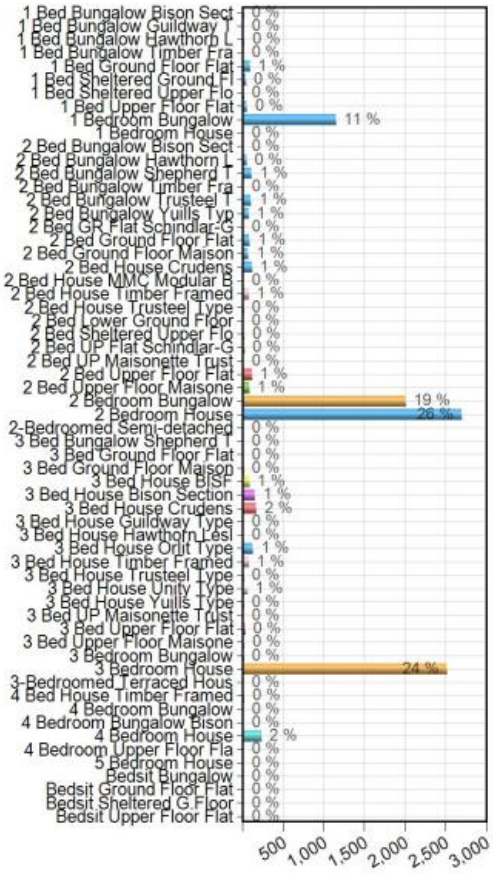
Responses : Dwelling Type



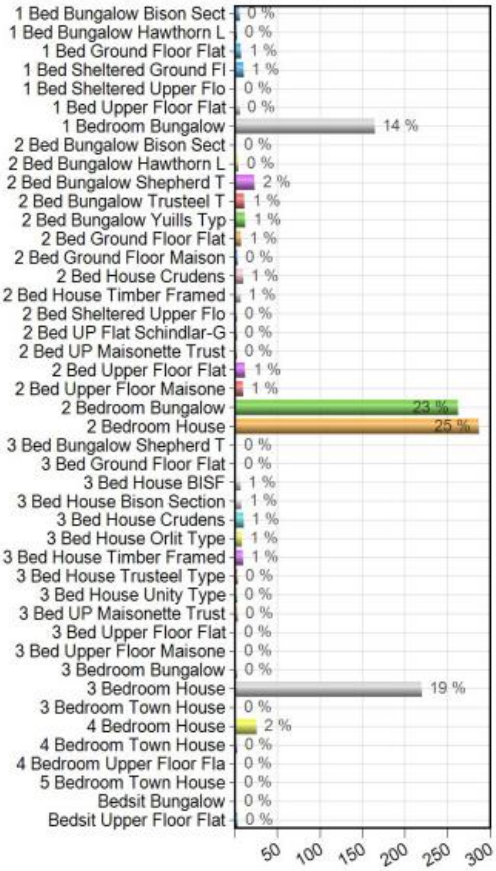
Type Bungalow is over represented by 8% (93 responses) and House under represented by 8% (97 responses). These are the two main categories for both population and responses and account for more than 90% of both. It is deemed that the under/over representation will not contribute extraordinary differences to the overall satisfaction calculations.

Property type

Population : Property Type

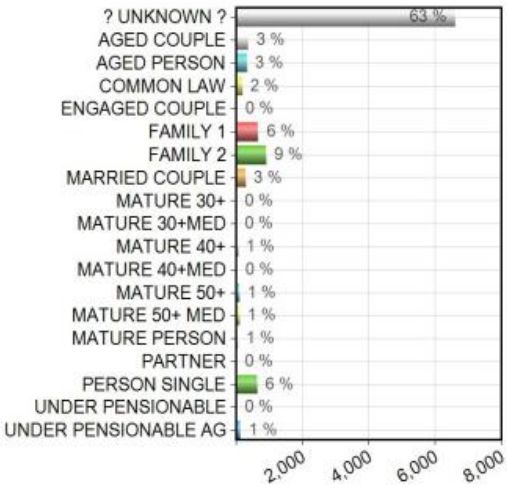
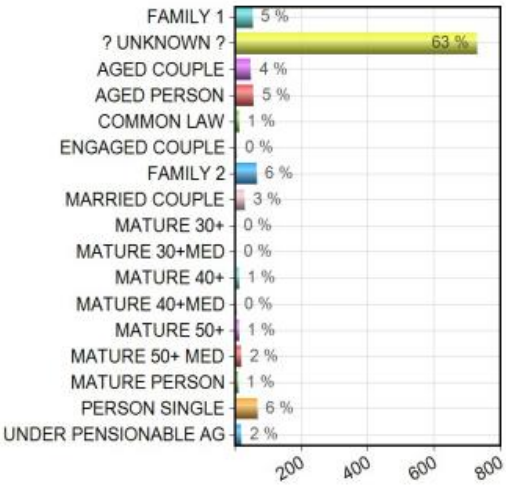


Responses : Property Type



Household group

Population : Household Group



Responses : Household Group